

Family Assistance Center Internal and External Partners

<u>Service</u>	<u>Planning Considerations</u>	<u>Potential Internal Partners</u>	<u>Potential External Partners</u>
Mental/ Behavioral Health	<ul style="list-style-type: none"> • Need to have the ability to have services and/or providers service both staff and students • Coordinate with EAP contractor to determine level of support in a crisis • Develop MOUs with surrounding Universities for additional support • Need to continue to provide services in existing venues/systems, if possible (i.e. dorms) • Provide virtual and in-person assistance 	<ul style="list-style-type: none"> • Student Health Center • Counseling Center • EAP Services • Student Affairs • Academic Health System • Campus Public Health • Wellness Center • Disability Services Center • Telehealth • Student CARE team (Case Management, Advocacy, Resources and Essential Needs – connects students to resources and assists with non-clinical challenges) • Behavioral Intervention Team 	<ul style="list-style-type: none"> • EAP Contracts • Victim Services Providers • Crisis Response Teams (State/County) • Health Care Coalitions • Local/State Government/FBI Victim Services • Tribal Governments • Peer Support • Dept. Criminal Justice Services • Critical Incident Stress Management Teams • Disaster Medical Assistance (DMAT) Teams • Behavioral Assistance Response Teams • FEMA • Red Cross Disaster Mental Health Team
Spiritual Care	<ul style="list-style-type: none"> • If these services are not readily available on campus, consider working with outside groups. This should not be a service handled by student groups/organizations • Need to identify/consider representing different campus religions and cultures 	<ul style="list-style-type: none"> • EAP Services • Academic Health System Spiritual Center • Chaplaincy • Campus Spiritual Life Groups/Ministry Leaders 	<ul style="list-style-type: none"> • Spiritual leader in local area • Volunteer Organizations Active in a Disaster • Hospital Chaplaincy Coordinators • Local Non-profits • Red Cross Disaster Spiritual Care Team
Victim ID/ Tracking	<ul style="list-style-type: none"> • Need to have several methods used to coordinate with the hospitals 	<ul style="list-style-type: none"> • Campus Social Workers • EAP 	<ul style="list-style-type: none"> • Local/State Government/FBI Victim Services • Social Workers

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	<ul style="list-style-type: none"> • Send a campus representative other than PD with authorization to receive updates on patient information (i.e. Social Services Rep) • Pre-determine personnel authorized to release • Identify the trauma centers in your area • HICS 254 for ICS use 	<ul style="list-style-type: none"> • Academic Health System • Registrar's Office/Strategic Enrollment • Executive Group of Student EMS / EM • Student Life/Dean of Students • General Counsel (info sharing agreements) 	<ul style="list-style-type: none"> • County EMS • Health Care Agency • American Red Cross • FBI Victim Services • Coroner • Regional Advisory Councils • Health Care Coalition • 211 • Public Health
Reunification/ Notification Team	<ul style="list-style-type: none"> • Individuals who implement plans for notification including involvement in the incident, missing status, and death notifications • Preidentified personnel authorized to make corresponding notifications 	<ul style="list-style-type: none"> • Campus Social Workers • Counseling Center • Campus PD/Safety • Student Affairs • Minor Protection (camps) • Student CARE team (Case Management, Advocacy, Resources and Essential Needs – connects students to resources and assists with non-clinical challenges) 	<ul style="list-style-type: none"> • Coroner • Local/State Government/FBI Victim Services • American Red Cross • Contract Services (i.e. Empathia) • US Dept of State (foreign victims) • US DOJ
Transportation/ Travel Assistance	<ul style="list-style-type: none"> • Have this information already laid out and available in a template to quickly push out • Include transportation from airport, parking information, transportation to hotels, etc. • Be prepared to provide info on local hotels (work with local visitor's bureau or 	<ul style="list-style-type: none"> • Parking & Transportation services • Campus bus/shuttle service • Fleet • University Events & Conference Services (information on hotels) • Athletics (bus rentals, etc.) 	<ul style="list-style-type: none"> • Local School Districts • Uber/Lyft Contracts • Hotel shuttle services • Existing charter contracts • Sports & Recreation • Paratransit • Public Transit • Rental car services • International Travel (Department of State).

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	<p>other agency to get current information)</p> <ul style="list-style-type: none"> Identify individuals who can be greeters at the airport for inbound families 		
Comms/IT	<ul style="list-style-type: none"> Cell phones and/or computers that work to allow individuals to update their status Service providers offer program for first responders to assist with obtaining phones Additional wi-fi hotspots/capability 	<ul style="list-style-type: none"> OIT (Office of Information and Technology) 	<ul style="list-style-type: none"> GETS/WPS Service Providers (Verizon, AT&T, etc.) Cellular on wheels/COW/COLT. Local governments first responder communications
Logistics/ Mass Care	<ul style="list-style-type: none"> Determine what level of service campus food service vendor could provide Leverage existing contracts Have information on what is acceptable for donations and procedures for coordinating those in a template to quickly push out Leverage campus food pantries if available 	<ul style="list-style-type: none"> Campus Dining Special Events & Protocol Campus Housing Campus Facility/ Maintenance Student Center/Arts/Events Facilities Operations Alumni Athletics Procurement 	<ul style="list-style-type: none"> Local Non-profit organizations specific to providing food and mass care National/Regional Non-profit Local business leaders Contractors Local Community/Volunteer Organizations Active in Disasters (COAD)/(VOAD)
Safety/ Security	<ul style="list-style-type: none"> Depending on the incident, law enforcement may be present to conduct interviews If not required, consider using non-uniform officers especially inside the FAC Leverage CSOs/CSAs/PSOs/PSAs Develop process to manage self-deployed agencies 	<ul style="list-style-type: none"> Campus PD Public Safety Officers Community Safety Ambassadors Contracted security Fire Marshal & Building Inspectors EH&S Minor Protection 	<ul style="list-style-type: none"> Local law enforcement officials Sherriff's office Contracted security FBI

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<p>Registration</p>	<ul style="list-style-type: none"> • Greeter vs. Registration • Personnel filling this role should be prepared to do quick case management on what the individual's needs are and get them to the right resource within the FAC or direct them to the Victims Support Providers • They should expect to address the major issues and know where to direct them, such as: <ul style="list-style-type: none"> ○ Notification of involvement ○ Victim Accounting • Information about the incident and recovery plan • Provide maps and handouts with pertinent information, contact numbers, and services available 	<ul style="list-style-type: none"> • Employee Experience Center • Special Events & Protocol • Mental Health First Aid Instructors • CERT • Student Affairs • Residence Life • Athletics • Conference services 	<ul style="list-style-type: none"> • Volunteer Organizations Active in a Disaster • Local/Regional/National non-profits • County volunteers • Local school district staff • Volunteer management groups, i.e. Americorps St. Louis, Salvation Army. Etc.
<p>PIO/Media</p>	<ul style="list-style-type: none"> • Shall conduct briefings with information prior to it being released to the media • Messaging needs to be consistent across all platforms • Encourage internal and external stakeholders to share official campus messaging verses drafting new messaging as well as to ensure misinformation/false information is not spread 	<ul style="list-style-type: none"> • PIO/ News Office/ Enterprise Communication 	<ul style="list-style-type: none"> • PIOs from surrounding cities • Local/state public safety mutual aid PIOs • Contracts with local school districts/universities • MAAs • NIMAA

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	<ul style="list-style-type: none"> • Pre-establish media locations for each FAC location that are not inside the FAC and do not impede on the safe/security of FAC clients • Consider creating templates describing an FAC, what services are there, etc. • Determine location for JIC and resource needs • Coordinate messaging with other agencies 		
Joint Family Support Operations Center (JFSOC)	<ul style="list-style-type: none"> • Ensure all agencies are represented • This will change based on the services provided within the FAC and the needs of the survivors/loved ones 	<ul style="list-style-type: none"> • Representatives from all internal services located in the FAC 	<ul style="list-style-type: none"> • Representatives from all external partners represented in the FAC
Medical Support/ EMS	<ul style="list-style-type: none"> • Stand-by, ALS capability • Separate evaluation area • They can coordinate with the local hospitals if additional medical support is needed 	<ul style="list-style-type: none"> • Student EMTs • Campus Health Services • Outdoor Programs 	<ul style="list-style-type: none"> • Local EMS • State/Local task force • DMAT
Family Liaison	<ul style="list-style-type: none"> • Works directly with a victim's family to address needs/ concerns and provide university services • Serve as family's primary point of contact for the duration • If more than 5 victims, a Liaison Team Lead will supervise 5 Family Liaisons • Does not provide counseling 	<ul style="list-style-type: none"> • Office of Development and University Relations • Admissions • Human Resources • Wellness Professionals 	<ul style="list-style-type: none"> • Local religious leaders

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	<ul style="list-style-type: none"> • Must be fluent in family's language • May require providing support to staff/volunteers selected for this function 		
Victims Support Providers	<ul style="list-style-type: none"> • Typically only used during mass violence incidents 	<ul style="list-style-type: none"> • 	<ul style="list-style-type: none"> • FBI Victim Services Division
Personal Effects	<ul style="list-style-type: none"> • Secure, offsite storage, screening, and retrieval facility • Documentation and accountability • Potential for effects to be considered evidence • Chain of custody • Who decides what can be released to family and how 	<ul style="list-style-type: none"> • Facilities Management • Event Services • Campus Police Department 	<ul style="list-style-type: none"> • Mini-storage facilities • Law enforcement
Family Briefings	<ul style="list-style-type: none"> • Minimum of two briefings per day (am and pm) • High-ranking University officials brief or are in attendance • Interpreters if needed (spoken and sign language) 	<ul style="list-style-type: none"> • President/Provost • Mental Health Services • Campus Police/Safety 	<ul style="list-style-type: none"> • Local/state responders
Memorial/ Vigil Events	<ul style="list-style-type: none"> • May develop spontaneously or independently of university management • May need to provide indirect support • Additional, ongoing recognition may take place at other university gatherings (ex. sporting events) 	<ul style="list-style-type: none"> • Campus Spiritual Life • Student Life/Dean of Students • Student leadership • President/Provost • Special Events • Sports & Recreation 	<ul style="list-style-type: none"> • Local Government/FBI Victim Services •
Childcare Services	<ul style="list-style-type: none"> • Certified staff 	<ul style="list-style-type: none"> • Work life/Childcare Centers 	<ul style="list-style-type: none"> • Contracted childcare provider

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	<ul style="list-style-type: none"> • Separate but proximate space 	<ul style="list-style-type: none"> • Education degree students if they have childcare clearances • Recreation Center Staff 	
Donations Management	<ul style="list-style-type: none"> • Team to manage a wide variety of donations, including: <ul style="list-style-type: none"> • Monetary • Volunteer man-hours • Items 	<ul style="list-style-type: none"> • University Foundation (monetary donations management) • HR Donations Manager • Conference & Events • Procurement • Finance Office 	<ul style="list-style-type: none"> • NGOs • Salvation Army • Churches • Thrift Stores • CERT